

Comparisons of Job Characteristics

Focus Occupation: [Reservation and Transportation Ticket Agents and Travel Clerks \(43-4181\)](#)

Associated Occupation: [Flight Attendants \(39-6031\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 84

Focus Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Associated Occupation: Flight Attendants (39-6031)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	22.5	18.4	<<	Extensive education and/or training may be required
Public Safety and Security	6.9	15.1	7.6	<<	Extensive education and/or training may be required
Psychology	6.4	12.8	4.2	<<	Extensive education and/or training may be required
Transportation	4.6	12.1	8.0	<<	Extensive education and/or training may be required
Geography	3.9	9.3	5.0	<<	Extensive education and/or training may be required
Philosophy and Theology	3.2	6.4	2.0	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 89

Focus Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Associated Occupation: Flight Attendants (39-6031)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Service Orientation	7.9	13.4	12.8	0	Current skill level may be sufficient
Social Perceptiveness	9.1	11.1	10.2	0	Current skill level may be sufficient
Coordination	9.1	10.6	9.1	<	A higher skill level may be required
Negotiation	6.8	8.5	9.5	>	Skill level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 77			
Focus Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181) Associated Occupation: Flight Attendants (39-6031)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Speech Clarity	10.2	14.0	14.0	0	Current ability level may be sufficient
Speech Recognition	9.9	12.9	14.8	>	Current ability level is likely sufficient
Auditory Attention	5.9	10.8	6.4	<<	Extensive improvement in abilities may be required
Far Vision	7.8	10.2	7.3	<<	Extensive improvement in abilities may be required
Gross Body Equilibrium	3.2	10.0	2.4	<<	Extensive improvement in abilities may be required
Extent Flexibility	4.8	9.1	3.4	<<	Extensive improvement in abilities may be required
Trunk Strength	5.7	9.1	5.1	<<	Extensive improvement in abilities may be required
Gross Body Coordination	3.9	8.0	3.3	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 60
Focus Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181) Associated Occupation: Flight Attendants (39-6031)		
Work Activities	Exclusivity of Activity	
Answer customer or public inquiries	41	
Calculate monetary exchange	67	
Collect payment	49	
Provide customer service	14	
Receive customer orders	75	

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common	Similarity of Focus Occupation to Associated Occupation: 17
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Focus Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)
Associated Occupation: Flight Attendants (39-6031)

Tools and Technologies	Exclusivity
Computers	1
Content authoring and editing software	1

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.